

IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

In the application of : O'KEEFFE, Michael et al.

Serial No. : 10/741,519

Filed : December 19, 2003

For : Remote control of a contact within a contact centre

Examiner : GAUTHIER, Gerald

Art Unit : 2614

Attorney Docket No. : 920673-95341

RESPONSE TO OFFICE ACTION OF SEPTEMBER 3, 2008

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of September 3, 2008, the Applicants make the following amendments and remarks: